

## Digitek Computer Products BV RMA Regulations

Our currently applicable policy regarding the return of goods, also referred to as our RMA policy, is set out below. RMA stands for 'return merchandise authorization'. We would appreciate it if you could read this information carefully.

### RMA requests

We differentiate between the following types of RMA requests:

- Transport damage
- Incorrect order by the client
- Incorrect delivery
- Defective or Faulty Goods
- Excess stock

A number of special terms and conditions apply to each of these categories. Even so, please take note of the following points, which are applicable to all RMA requests:

- All RMA requests must be submitted via the RMA portal. Please complete the RMA form in full. If you fail to do so, we will be unable to process your request. If your request relates to multiple invoices, you must submit a separate request for each invoice.
- RMA requests must be submitted in good time. Our RMA policy sets out the deadlines by which your RMA requests must be submitted. Any RMA requests received after these deadlines will not be processed.
- Our prior permission is required for all return shipments. Your RMA request is approved if we have given you an RMA number. Once you have received this number, the goods can be returned for further checks and processing.
- Goods must be returned using the method and within the deadline specified in our RMA policy, or in accordance with our instructions in specific cases.
- The transport label provided by us must be used for all return shipments. The RMA number we have provided to you must be listed on this transport label. Any return shipment that is not clearly marked as an RMA return will be refused at our end and will not be processed further.
- Only goods that are still in their original, unopened, and undamaged packaging and that have not been used can be returned. This provision does not apply to defective products, of course.
- The packaging of any goods presented to us for return must be free from any stickers, advertising materials, foils, and/or other non-original imprints or changes.
- Any costs incurred as a result of goods not being returned in accordance with our RMA policy and/or our instructions will be charged to you. Examples include a return shipment that is not received on time. This may have an impact on the refund you receive, though we may also opt to refuse such return shipments.
- We may opt to refuse any RMA requests and/or return shipments that are not compliant with our RMA policy.

More information on the additional terms and conditions applicable to each type of RMA request can be found below. If a situation arises that is not covered by our RMA policy, we reserve the right to process your return request as we see fit and within reason.

### Transport damage

Transport damage refers to a situation where damage has occurred to the transport packaging during transport of the goods. This includes any scratches, tears, dents, holes, or other external impact, such as by water, rain, or other liquids. This type of damage is instantly or near-instantly visible upon arrival of the goods.

In the event of transport damage, you must note this down immediately on the consignment note of the carrier, including an accurate description of the damage, the registration number of the means of transport used by the carrier, and the name and signature of the person who observed the damage. The driver employed by the carrier must also add their name and signature to the consignment note.

In the event of transport damage, you must submit an RMA request within 24 hours following receipt of the shipment in question. As part of this, you must provide all the information we request, such as the CMR note and photos of the damage. We will not process any reports of visible transport damage that do not include a copy of the consignment note with the above-mentioned information and details.

If your RMA request is approved, the goods in question must be in our possession within fourteen days following the issuance of the RMA number.

### Incorrect order by the client

If you have placed an incorrect order, stating the wrong quantity or wrong product, for example, any return will take place as a goodwill gesture. In no event will we accept any return of goods with a use-by date too near in the future or a production date too far in the past. We will assess whether this is the case upon receipt of the returned products, depending on the type of product. We will refuse any products with a use-by date too near in the future or a production date too far in the past. We will also not accept any goods that are not suitable for resale for other reasons, including traces of use or damaged packaging. Returns of goods that have been ordered especially for you will not be accepted either.

Any RMA request relating to an incorrect order placed by you must be submitted within seven days following receipt of the goods. If your RMA request is approved, the goods in question must be in our possession within fourteen days following the issuance of the RMA number.

Once the return shipment has been checked and approved by us following receipt, we will issue a refund for 75% of the purchase amount. Any transport and/or shipment costs and other internal or external costs incurred are not eligible for a refund.

### Incorrect delivery

You may inadvertently receive an incorrect delivery. Any delivery in which the goods delivered by us differ from the order you placed, shipping note, and/or invoice is considered incorrect.

In the event of an incorrect delivery, you must submit an RMA request within 24 hours following receipt of the shipment in question. When we issue our RMA number, we will also tell you how to proceed with the return. Insofar as any goods need to be returned to us, we will specify by which method and within which deadline these goods must be received by us. We may collect the goods from your location or have someone do so on our behalf, but we may also ask you to send the goods back to us. In any case, we will of course cover any costs involved.

If you notice that your delivery is incorrect as soon as you receive the goods, you can also refuse to accept the shipment there and then. The carrier will then return the shipment to us, and we will handle the rest of the process.

If, following our checks, we are able to confirm that the delivery is indeed incorrect, you will, as a general rule, receive a credit note from us.

### **Defective or Faulty Goods**

As of 01/01/2026 we no longer accept returns, exchanges, or credit requests for products that are alleged to be defective or faulty.

As a wholesale supplier, all warranty, defect, performance, and functional claims must be directed to the product manufacturer in accordance with their formal warranty and return procedures. It is the responsibility of the purchaser to register products, retain proof of purchase, and initiate any warranty or defect claims directly with the manufacturer. We do not assess, validate, or process defect-related requests and are unable to provide replacement stock, refunds, or compensation for items deemed faulty or defective, whether immediately on receipt or arising through later use. Any goods returned to us without prior written authorisation will be refused, returned at the customer's cost, or disposed of without credit. By purchasing from us, the customer acknowledges and accepts that product warranty and ongoing performance obligations rest solely with the manufacturer and not the wholesale distributor.

### **Excess stock**

If, at any time, you no longer require any goods delivered by us and ordered by you, you may submit an RMA request in relation to this excess stock. Any return of excess stock will take place as a goodwill gesture and in accordance with any further terms and conditions set by us.

If we decide to take back the goods, an RMA number will be issued. If your RMA request is approved, the goods in question must be in our possession within fourteen days following the issuance of the RMA number.

The amount of any refund will be calculated as follows:

- If we receive your return within one month of delivery, we will refund 75% of the purchase amount.
- If we receive your return within three months of delivery, we will refund 60% of the purchase amount.
- If we receive your return within four months of delivery, we will refund 50% of the purchase amount.
- If we receive your return within six months of delivery, we will refund 30% of the purchase amount.

Insofar as the current sale price when we receive your return has fallen compared with the price you paid or the purchase amount, the refund will be calculated based on the current sale price, and not on the basis of your purchase price. The same percentages will be used in this situation. Any transport and/or shipment costs and other internal or external costs incurred are not eligible for a refund.

In no event will we accept any return of goods with a use-by date too near in the future or a production date too far in the past. We will assess whether this is the case upon receipt of the

returned products, depending on the type of product. We will also not accept any return goods that are not suitable for resale for other reasons, including traces of use or damaged packaging. Any costs incurred as a result of such return shipment will be charged to you.